

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 6 - Self Help for the Elderly

From: 07/01/2009 To: 06/30/2010

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	21	37	19	18	95
Estimated Number of Attendees	1,070	1,232	588	661	3,551
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	12	6	4	9	31
Estimated Number of Attendees	2,515	1,340	780	995	5,630
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	6	2	3	11
Estimated Number of Attendees	0	3,235	37	61	3,333
Estimated Number of Persons Received Any Enrollment Assistance	0	8	17	4	29
Enrollment Assistance with Medicare Programs(s)	0	8	17	4	29
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	4	0	0	4
Estimated Number of Attendees	0	350,000	0	0	350,000
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	0	0	0
Estimated Number of Persons Reached	0	0	0	0	0

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	2	2	1	1	6
Estimated Number of Targeted Persons Reached	7,000	1,000	8,000	85	16,085
Presenters					
HICAP Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP In-Kind Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP Volunteer Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Other Presenters					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
Dual Eligible with Mental Illness	21	34	7	5	0
Employer Termination - COBRA	0	0	0	0	0
General HICAP Information	0	0	0	0	0
Grievances / Appeals - Plan Issues	35	53	25	30	143
Long-Term Care / Insurance	11	3	1	0	15
Low Income Subsidy (LIS) / Application Assistance	5	2	1	0	8
Medicare (Parts A & B)	24	47	25	26	122
Medicare Advantage (Part C)	29	50	18	21	118
Medicare Fraud / Abuse	28	49	18	22	117
Medicare Prescription Drug Coverage (Part D)	28	48	16	18	110
Medigap / Medicare Supplements	31	52	25	21	129
Non-Medicare Fraud/Abuse	24	29	8	9	70
Other Topics / Issues (Health Specific)	2	0	1	0	3
	25	22	5	2	54

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	0	0
Preventive Care Benefits	17	22	4	6	49
QMB/SLMB/QI	30	40	12	8	90
Volunteer Recruitment	0	0	0	0	0
Targeted Audience					
African American	15	25	10	17	67
American Indian or Naitave Alaskan	7	0	0	0	7
Asian Indian	0	0	0	0	0
Caucasian	23	32	11	20	86
Chinese	0	0	0	0	0
Disabled	25	47	11	16	99
Dual Eligible Groups	0	0	0	0	0
Employer Related Groups	31	39	10	13	93
Family Member/Caregiver of Beneficiary	27	40	19	21	107
Filipino	0	0	0	0	0
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	18	31	9	19	77
Hmong	0	0	0	0	0
Japanese	0	0	0	0	0
Korean	0	0	0	0	0
Low Income	28	44	22	25	119
Medicare Beneficiaries	25	33	9	17	84
Medicare Pre-Enrollees	0	0	0	0	0
Mental Health	18	22	6	8	54
Mental Health Professionals	0	0	0	0	0
Native Hawaiian	0	0	0	0	0
Other	0	0	0	1	1
Other Asian	24	39	20	24	107
Other Pacific Islander	17	6	0	2	25
Partnership Outreach	0	0	0	0	0
Presentations to Groups in Language Other than English	24	40	20	14	98
Rural	5	0	0	0	5
Samoan	0	0	0	0	0
Socail Work Professionals	0	0	0	0	0
Some Other Race or Ethnicity	0	0	0	0	0
Vietnamese	0	0	0	0	0

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	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	2,705	3,025	1,134	1,720	8,584
"Taking Care of Tomorrow"	16	59	5	4	84
Other Publications (Created by or on Behalf of Local HICAP)	5,070	7,311	2,625	2,295	17,301
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	14	47	46	39	146

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	545	1,426	1,079	894	3,944
Total Finalized Intakes	196	398	437	438	1,469
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	128	186	219	234	767
Aging into Medicare Postacd - CDA HICAP	0	0	0	0	0
CDA HICAP	3	11	7	13	34
CHA	1	3	0	2	6
CMS/Medicare	22	40	25	28	115
Friend/Relative	13	62	87	74	236
InfoVan	0	0	0	2	2
Internet	0	2	1	2	5
Mailings	0	0	0	0	0
Media	1	8	3	6	18
Other	19	60	81	50	210
Presentations	4	14	8	16	42
Previous Contacts	0	0	0	0	0
State Website	0	0	0	0	0
Missing/Not Collected	5	12	6	11	34
Mode of Client Contact					
Quick Call Contacts	736	2,294	1,959	1,225	6,214
Contacts by Telephone	351	456	812	960	2,579
Contacts In Person at home	4	11	9	15	39
Contacts In Person at site	167	370	385	448	1,370
Contacts by E-Mail	252	398	655	709	2,014
Contacts by Mail/Fax	0	0	0	0	0
Total Number of Client Contacts:	1,510	3,529	3,820	3,357	12,216
Contact Status Types					
General info	0	0	0	0	0
Detailed Assistance	0	0	0	0	0
Problem Solving/Resolution	0	0	3	0	3
Total Counseling Time Spent by Counselor Type					
Program Manager	75.14	135.07	57.17	174.51	441.89
Volunteer	168.57	322.20	347.51	459.34	1,297.62
Paid	150.09	281.47	368.19	379.43	1,179.18
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	25	24	71	58	178
Race					
African American/Black	17	32	25	35	109

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	0	1	1	1	3
Caucasian/White	83	162	152	202	599
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	1	2	2	0	5
Asian Indian	1	0	2	3	6
Chinese	47	122	146	84	399
Filipino	9	19	22	25	75
Japanese	1	9	0	5	15
Hmong	0	0	0	0	0
Korean	0	1	1	3	5
Vietnamese	2	6	6	6	20
Other Pacific Islander	0	0	0	1	1
Other Asian	0	2	2	2	6
Two or More Race	3	5	3	3	14
Some Other race	26	24	67	59	176
Not Collected	6	13	8	9	36
Gender					
Female	105	201	252	250	808
Male	69	184	182	185	620
Not Collected	22	13	3	3	41
Monthly Income					
Less than 150% of FPL	107	208	267	216	798
Equal To/Greater than 150% of FPL	84	186	169	221	660
Not collected	5	4	1	1	11
Client Asset Limits					
Below LIS Asset limit	0	0	1	0	1
At or Above LIS Asset Limit	0	0	0	0	0
Not Collected	196	398	436	438	1,468

From: 07/01/2009 To: 06/30/2010

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Total Clients that Checked Yes as Being					
Veteran	12	17	10	23	62
Limited English Proficient (LEP)	82	170	219	164	635
Dual Eligible	106	196	254	227	783
Medicare Status Due to Disability	59	106	100	137	402
Dual Eligible due to Mental Disability	0	0	0	0	0
Applying/Receiving Social Security/Medicare Disability	0	0	1	0	1
Age					
Under 60	33	66	63	84	246
60-64	13	21	21	40	95
65-74	74	172	175	174	595
75-84	41	74	110	65	290
85+	10	32	21	21	84
Not Collected	25	33	47	54	159
Marital Status					
Married	63	123	142	121	449
Never Married	53	97	100	123	373
Separated	4	15	10	16	45
Divorced	21	61	58	61	201
Widowed	32	63	84	80	259
Domestic Partner	3	5	11	14	33
Not Collected	20	34	32	23	109
Estimated Financial Saving					
Clients with Financial Savings	74	173	195	180	622
Estimated Dollars Saved	\$88,967.36	\$257,847.94	\$248,015.26	\$434,625.08	\$1,029,455.64

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Topics/Needs Discussed					
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	100	169	221	253	743
Benefit Comparisons/Explanation/Coverge Changes	74	147	139	208	568
Appeals/Grievances	3	6	5	7	21
Billings/Claims	11	18	15	39	83
Fraud/Abuse	1	3	2	2	8
Quality of Care	0	0	0	0	0
LTC/LTCI					
Enrollment/Eligibility Assistance	5	5	8	16	34
Billings/Claims	0	0	0	7	7
LTC Partnership	0	0	0	0	0
Appeal/Greivances	0	0	0	1	1
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	0	0	0
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	37	92	84	102	315
Benefit Explanation	32	84	76	87	279
Appeals/Grievances	1	2	2	2	7
Billings/Claims	3	5	2	5	15
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	7	11	13	5	36
Quality of Care	0	0	0	0	0
Plan Comparison	0	0	0	0	0
Marketing/Sales Complaints/Issues	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	61	143	150	169	523
Benefit Explanation	48	155	132	155	490
Appeals/Grievances	9	6	8	6	29
Billings/Claims	5	8	11	16	40
Fraud/Abuse	6	9	7	5	27
Coverage Changes/Disenrollment	13	35	38	27	113
Plan Non Renewal	2	8	3	2	15
Plan Comparison	0	0	0	0	0
Enrollment/Enrollment Asistance	0	0	0	0	0
Quality of Care	0	0	0	0	0
Marketing/Sales Complaints or Issues	0	0	0	0	0
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	4	9	17	19	49
Medi-Cal Application Assistance	0	0	0	0	0

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	23	22	53	81	179
MSP Application Assistance	0	0	0	0	0
Medi-Cal/QMB Claims	0	0	0	0	0
Fraud/Abuse	3	13	5	10	31
Other	94	152	197	264	707
Other					
Employer/Federal Health Benefits (FEHB)	22	29	30	41	122
Military Benefits	10	10	8	14	42
COBRA	12	4	16	14	46
Mental Health Topics	8	25	24	42	99
Fraud/Abuse	1	3	2	2	8
Other Health Insurance	0	0	0	0	0
Other	15	17	19	27	78
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	0	1	1
Eligibility/Screening	106	262	310	290	968
Plan Comparison	93	254	259	236	842
Enrollment/Anrollment Assistance	54	146	161	155	516
Billings/Claims	11	15	9	33	68
Coverage Changes	25	35	54	48	162
Re-enrollment	9	8	9	6	32
Disenrollment	3	5	2	3	13
TROOP	2	20	6	7	35
Other	21	23	40	52	136
LIS / Extra Help					
Eligibility / Screening	64	92	124	160	440
Benefit Explanation	0	0	1	0	1
Application Assistance	16	23	32	42	113
Claims/Billings	0	0	0	0	0
Appeals / Grievances	7	2	3	3	15
Other Prescription Drug CoveragePlans					
Union/employer	9	7	16	24	56
PPARx	2	3	9	9	23
Military Drug Benefit	0	0	0	0	0
Manufacturer Program	2	4	10	6	22
Other	11	14	19	21	65
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	19	17	40	45	121
Lag Time	4	3	7	1	15
Multiple Enrollment	0	5	3	2	10
Poor Training of Agents	0	1	1	0	2
Poor Training of CSR	0	0	0	0	0

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	Topics/Needs Discussed				TOTAL
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	
Fraud/Abuse	1	2	5	1	9
Marketing Fraud/Abuse	1	1	2	2	6
Agent fraud/abuse	0	3	4	2	9
Formulary problems/changes	7	11	21	34	73
Dosage problem	0	0	4	4	8
Data problems	8	4	44	9	65
Delay in medications	4	6	48	2	60
Incorrect Co-Pay/Can't Afford Co-Pay	1	6	36	3	46
Client reached donut hole	3	10	6	8	27
SSA Premium withheld	0	0	1	2	3
Appeals/Grievances	0	0	0	0	0
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
HICAP Legal Services					
Referrals to HICAP Legal	0	0	0	0	0
Legal Clients Served	0	0	0	0	0
Cases Opened	0	0	0	0	0
Cases Closed	0	0	0	0	0
Favorable Closed Case Results	0	0	0	0	0
Client Representation Hours	0	0	0	0	0
Consultation to Program Hours	0	0	0	0	0
HICAP Legal Clients that Saved	0	0	0	0	0
Estimated Financial Savings	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	1	0	1
CMS:	0	3	6	0	9
Part D Plan:	4	1	40	1	46
SMP:	0	2	1	0	3
Urgent Fax:	0	0	0	0	0
800 Medicare:	1	2	36	2	41
Other:	14	15	55	20	104
TOTAL MEDICARE PART D COMPLAINTS	19	23	139	23	204

All Other Complaints

APS :	0	0	0	0	0
CDI:	0	1	0	0	1
CMS:	0	1	0	0	1
QIO:	0	0	0	0	0
SMP:	0	1	0	1	2
Other:	1	0	1	1	3
TOTAL ALL OTHER COMPLAINTS	1	3	1	2	7

800 Medicare Line Issues

Total number of Calls with Issues	9	16	10	19	54
Total duration of calls	0.56	13.27	2.50	16.14	32.47